

# PRIVACY STATEMENT

*We handle all personal information with care and respect.*

*We comply with the Privacy Act 2020 and any other applicable law.*

*If you have any questions or concerns please ask one of our Team members.*

## YOU NEED TO KNOW THE FOLLOWING:

### WHAT PERSONAL INFORMATION DO WE COLLECT?

- *We collect only what we need in order to deliver our services (legal help).*
- *Personal information includes your name, address, contacts, documents, statements, complaints, and records.*
- *Personal information also includes information created by our service. For example letters, emails, notes, and recordings.*

### HOW DO WE COLLECT PERSONAL INFORMATION?

- *We collect information from you directly, but often also from other sources with your written consent.*
- *You may refuse to disclose information or consent but, this may mean we cannot help you.*
- *When we collect information we will give you a good understanding about why we need it and where we will collect it.*
- *There are a few exceptions by law that would allow an agency to collect personal information without consent or without letting you know.*

### HOW DO WE USE YOUR PERSONAL INFORMATION?

- *We use personal information only for the purpose we collected it for (with your consent) or as permitted or required by law.*
- *We make sure that all personal information is accurate and not misleading.*
- *We use anonymised (non-identifiable) statistics for funding and charity reporting. It also helps us advocate for law changes.*
- *NOTE we may share personal information with the Police or another agency if the law requires us. For example where there is a serious threat to health or safety of anyone including yourself.*

### HOW DO WE STORE AND KEEP PERSONAL INFORMATION SAFE?

- *We take all reasonable steps to ensure personal information we collect is protected against loss, unauthorised access and disclosure or any other misuse.*
- *We use external providers (who we are confident meets New Zealand privacy requirements) to store and process our data.*
- *We store most of the personal information we collect and generate electronically on a local and cloud based server as well as Microsoft Office 365 for our email. Some paper records are stored at an approved secure off-site facility.*
- *We keep any personal information only as long as necessary or as required by law.*
- *We are required by law to notify the Privacy Commissioner and affected parties about a privacy breach that poses a risk of serious harm.*

### HOW CAN YOU ACCESS AND OR REQUEST CORRECTION OF PERSONAL INFORMATION?

- *You have a right to request access to / correction of personal information.*
- *You can make request to us in any form as long as we can establish your identity.*
- *We will process your request ASAP, and within 20 working days.*
- *NOTE some laws prevent us from disclosing certain information.*
- *Where a correction of personal information has been refused, you have a right to ask for your records to show that you asked for a correction.*

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Te Tari Ture aa-Hapori o Waikato

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